

Inclusive PERSPECTIVE



Team Collaboration Left to Right: Marsharlette Lester, Mark Corley, Melina Campbell, Chelsey Smart, Terrill Gilliam, Javon Harris, Shaun Smith (not pictured: Jessica Moore)



Team Retention Left to Right: Princess Danzy, Fernando Wilkins, Stephanie Bartley, Toniesha Sargent, Brandi Ratcliff, Ebony Jones, Tanya Patton



The Class of 2022

DFA Hosts Inaugural DFA University Graduation

The Department of Finance and Administration (DFA) celebrated the graduates of DFA University (DFA-U) with a graduation held on September 29, 2022. DFA-U graduates shined in the spotlight, where they showcased their innovative and collaborative solutions for real DFA challenges.

The participants in this program spent the last twelve months learning, developing, and practicing an array of leadership focused skill sets. They were provided with guidance on leadership self-development, active business skill implementation, and opportunities for cross agency relationship building.

DFA Secretary, Larry Walther, gave a commencement speech sharing his insight on the qualities that future leaders of DFA need to succeed. Integrity was at the top of his list. He encouraged the group to be self-aware, to identify their own strengths and weaknesses, and to continuously work to refine areas of weakness.

When asked what his biggest challenge as Secretary of DFA has been, he answered "Information!". Secretary Walther went on to explain that the operations within the collective agencies of DFA are so complex and diverse, effective delegation is certainly important.

DFA Executives and Administrators were invited to observe the hard work DFA-U participants put into their final project presentations. To add another layer of excitement, a designated evaluation panel contributed supportive feedback regarding group and individual performances.

The first group, Team Retention, opened their presentation with an entertaining commercial used to capture the audience's attention before they proposed their plan of "Remodeling for Retention". The team suggested implementing a DFA wide Employee Recognition Program. Team Retention suggested that this program could not only aid in

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Individual Income Tax Employee Appointment

On September 9, 2022, Governor Asa Hutchinson announced the appointment of Kobe Roy to the Arkansas State Rehabilitation Council (SRC). Roy is a DFA Technician in the Individual Income Tax Section of the DFA Revenue Division.

The SRC is an important partner with Arkansas Rehabilitation Services (ARS) in assisting Arkansans with disabilities in going to work or remaining at work. The SRC reviews, analyzes, and advises ARS regarding consumer needs, eligibility and service delivery policies and procedures, consumer satisfaction, and program goals as outlined in its state plan.

All SRC members are Governor appointed and include individuals with disabilities representatives from disability advocacy groups, educators, employers, and rehabilitation professionals. The SRC meets quarterly and annually submits a report to the Governor and the Rehabilitation Services Administration.

If you find yourself in the Ledbetter Building, stop by Individual Income Tax and congratulate Mr. Kobe Roy on this prestigious accomplishment. We are proud that he is part of our DFA family!



Summer 2022 Puzzle Answers

Alcoholic Beverage Control (ABC), Electronic Games of Skill (EGS), Pass-through Entity Tax (PET), Office of Arkansas Lottery (OAL), State Revenue Office (SRO), Medical Marijuana Commission (MMC)

DFA Intern Program

DFA Office of Human Resources

The Arkansas Department of Finance & Administration (DFA) attends recruitment events every semester in an effort to attract interns and other new talent. Courtney Brown, the DFA recruiter, meets with students both virtually and in-person to inform them of employment opportunities within DFA and on DFA's role in state government.

Visits this fall include the University of Arkansas at Pine Bluff (UAPB), University of Central Arkansas (UCA), University of Arkansas at Little Rock (UALR), Arkansas Tech University (ATU), Lyon College, University of Arkansas, Hendrix College, and others. Plans are being finalized to attend events at Philander Smith College and Arkansas Baptist College later this year.



Hendrix College Recruitment Job Fair
Left to Right: Courtney Brown, DFA HR Recruiter;
Hendrix Accounting Student



Graduation cont'd

recognizing DFA's outstanding employees, but it could also improve employee retention and sense of belonging.

Next, Team Collaboration, put on their acting hats and grabbed their desk phones to perform a skit that represented a customer perspective of the need for their solution: "Stop the Runaround". They proposed a centralized information database for use with live and afterhours Chatbot options. The system would provide direct, accurate information to Arkansas citizens and reduce the phone transfer runaround.

The audience was visibly impressed with the excellent work displayed by the teams and expressed their pride with applause, positive comments, and encouraging words. These graduates are ready to share their experience and eager to learn more. Help us in congratulating our colleagues, the 2022 graduating class of DFA-U!

Attention College Students

DFA Spring Intern Positions are HERE!

ARcareers.arkansas.gov



DFA INTERN

1. Search Keyword: "DFA INTERN"
2. Click **Apply Now**

Contact Courtney.brown@dfa.arkansas.gov
for more information.

Get to the Know the DFA University Team!

Five of the sixteen 2022-2023 DFA-U mentees are featured in this issue. Look forward to meeting all of this year's mentees in the upcoming publications of *Inclusive Perspective*.



Ann Allen

Revenue Office Manager

DFA Revenue Services Division



Hello! My name is Ann Allen and I've been employed with the Department of Finance and Administration for 24 years. At work, I'm motivated by being able to help and assist others.

I enjoy working with a diverse group of individuals with a common goal of success for the DFA. In addition, if given the opportunity, I would love to improve on my ability to be versatile in any situation or circumstance. While I do employ this skill set, I'm constantly searching for areas of growth.

Before entering my current position, I worked as a supervisor in the Motor Vehicle prep area for approximately three years. If I could reflect on my younger self at the beginning of my career, I would be sure to offer myself the advice to truly apply myself and take the initiative to enhance my growth in any way possible.

How long have you worked at DFA? Since February 2020, right as the world was beginning to change due to the COVID pandemic.

Where did you work before this position? Before I joined DFA, I worked as an inventory specialist in the Cath Lab at Baptist Health in Little Rock.

What's your top career highlight? Achieving my current role of Financial Analyst with the Arkansas Scholarship Lottery has definitely been the highlight of my career.

Who inspires you? I am inspired immensely by anyone who has worked hard enough to become an expert in their field.

What's a skill you would like to improve on? I would really like to gain more knowledge on general accounting principles and Governmental Accounting standards.



Casey Hargis

Financial Analyst
Office of Arkansas Lottery

Stacey Philamlee

Child Support Specialist
Office of Child Support Enforcement



How long have you worked at DFA? I have worked for the Department of Finance and Administration for 13 years.

What piece of advice would you give yourself at the beginning of your career? Take things as they come because you can only learn so much in one day. Arkansas Child Support Enforcement is ever-changing its laws, policy, and procedures.

What's a skill you'd like to improve on? I would like to improve my public speaking, my interviewing skills, and asking others for help.

If you could change one thing about your job, what would it be? I would ask for better communication and training between the Department of Human Services and the Office of Child Support Enforcement due to working so closely together for the public to receive assistance.

I started with DFA in July 2020 with Child Support and was promoted in May 2021. Before coming to DFA, I worked for DHS as supervisor of the clerical department at the Benton County office. I was at DHS from May 2017 until July 2020.

My mentor for the last 10 years, Dr. Charles Wallace, Independent Consultant for non-profits, tutored me during my previous position with the city of Fayetteville by studying the 7 Habits of Highly Effective People, how to have difficult conversations and how to be an effective manager. He also encouraged me to make the move to state employment and continues to support me in my current position.

One of my favorite tasks in this position and with DHS is working with the public. Providing great customer service is always my goal when assisting our customers. I enjoy assisting them in solving their issues and helping them understand our processes and procedures. I strive daily to exceed their expectations.

Sandra Schenck

Customer Service Specialist
Office of Child Support Enforcement



How did you get into your current field or position? I was already doing some of the responsibilities of a supervisor. The manager at the time had me filling in for him when he was not in the office. When the position came along, I applied for it.

What's the most exciting part of your job? Learning new jobs and the challenges that come along with them.

What motivates you at work? The challenges that the day brings and the people I work with.

What's something you find challenging about your work? Trying to read handwritten forms from taxpayers.

If you could change one thing about your job, what would it be? To have a flex schedule meaning four ten hour days.



Ashley Davison

DFA Supervisor
DFA Revenue Services Division

DFA University is Continuing to Lead!



Tony Brown, OPM Leadership Coach



Candidate/Mentor: LaShuna Burks, Brandi Ratcliff



Mentor/Candidate: Tommy Burns, Casey Hargis



Mentor/Candidate: Minerve Eftekhar-DadKhah, Shanquita Berryman

With great success, comes round two! DFA is committed to growing leaders in DFA University (DFA-U). The DFA University Leadership Program kicked off year two with a new group of professionals. The program is designed to actively engage early and mid-career DFA leaders to learn the qualities and skills of good leadership.

This past summer, DFA Administrators were asked to nominate outstanding employees from their divisions who have demonstrated the characteristics and desire to be a future leader and to build a career at DFA. Sixteen candidates (mentees) and sixteen mentors were selected to participate in the 2022-2023 class.

The mentees and mentors were paired up and the group spent part of the first DFA-U session participating in teambuilding activities to get to know other. Edith Crowell from the Office of Personnel Management gave an exciting presentation from the book *Love and Work*, by Marcus Buckingham. Ms. Crowell helped the audience understand how to balance their “Sunshine and Rain”. She explained that if people can find a way to incorporate a skill that they love into just 20% of their work, it can eliminate or even prevent employee burnout. The presentation was paired with a StandOut Strength Assessment, to help candidates learn more about themselves, their mentors, and their fellow colleagues.

DFA-U participants will continue to gain valuable insight from internal and external keynote speakers on leadership, mentorship, job skills, and additional career and self-development resources.

Test your knowledge: *DFA Acronyms*

ROA	_____	_____	_____
NCL	_____	_____	_____
OIS	_____	_____	_____
LNG	_____	_____	_____
IRP	_____	_____	_____
CGS	_____	_____	_____




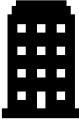


LEADERSHIP: Charlie's Chapter...



LEADERSHIP LEVELS: Key Skills Needed for Success

This model considers four levels of Leadership.

INDIVIDUAL	 <p>DISCIPLINE</p>	<p>One way to think about how leadership works is by examining the practice at different levels of responsibility. The first level is self-leadership, where your focus is on developing yourself and achieving your own objectives. You will develop many skills at this level, but one that is essential in self-leadership is discipline. Discipline is essentially the ability to commit to a course of action and stick to the hard work even when you don't feel like it, because of the long-lasting benefits you will receive later.</p>
PEER	 <p>INFLUENCE</p>	<p>The second level is peer leadership. At this level, you are leading a group of peers and you have no formal authority. The peer leadership opportunity could be a Fraternity/Sorority, sports team, or group of friends. As in self-leadership, you use and develop many skills, but growing your ability to influence others is the skill needed in peer leadership situations. Influence involves aligning on a good objective, communicating both emotionally and logically with peers and resolving issues with solutions the group can agree to pursue together.</p>
TEAM/GROUP	 <p>DIRECTION</p>	<p>The next level involves direct reports or at least direct responsibility for a project or set of responsibilities that a team must work on. The distinction at this level from the first two is that you do have formal authority (as well as accountability) to lead other people. In addition to using other skills, success will require developing the skill of providing direction for others that helps enable leading the group to achieve results. Providing direction is a high-level leadership skill that involves crafting a vision of where to go and a plan to get there. It involves communicating, resourcing, and empowering the team to achieve while aligning with other stakeholders and overcoming obstacles</p>
ENTERPRISE	 <p>ORGANIZATION CAPABILITY</p>	<p>The most senior level of leadership in this model is enterprise-level leadership. This level is characterized by leading a complex organization with many people/employees. At this level, the focus has moved beyond achieving a specific objective or set of goals or a narrow range of results. Now the focus is on sustaining the organization itself. The unique skill required is the ability to grow organizational capability. It is leaders creating leaders. It is a focus on the values, behaviors, and mission of the organization. It is about aligning the role of the organization with stakeholder expectations. Building organization capability depends on the people who are the organization rowing in the same direction to hire, develop, train empower and equip the next generation while delivering great results today.</p>

LEADERSHIP BONUS....Continue to check out the next editions of *Inclusive Perspective*, where we will share Charlie's Chapter, a leadership vision from the DFA Commissioner of Revenue, Charlie Collins. Mr. Collins shares topics with actionable steps and approaches all DFA employees can use to expand organizational capabilities.



Accepted Majors

Include:

Accounting

Business

Administration

Business Analytics

Communications

Computer

Information

Systems

Cybersecurity

Economics

Finance

Legal

Management

Marketing

Political Science

Public Policy

Technology

and more!

The Department of Finance and Administration is dedicated to cultivating a pool of **diverse talent** for the **next generation** of **professional workers**.

DO YOU KNOW A COLLEGE STUDENT OR RECENT GRADUATE?

The DFA INTERN PROGRAM allows college students to apply knowledge gained in the classroom to real-life on-the-job experience.

STUDENTS CAN APPLY FOR THE INTERN PROGRAM AT:

[ARCAREERS.ARKANSAS.GOV](https://arcareers.arkansas.gov)

[JOINHANDSHAKE.COM](https://joinhandshake.com)

[INDEED.COM](https://indeed.com)

[SIMPLICITY.COM](https://simplicity.com)



REQUIREMENTS: Applicants must be enrolled in a graduate or undergraduate program or be a recent graduate of an accredited college. Additional requirements vary and are determined by Department.